PLEXWRITER™ 8/8/24U

Model PX-S88TU (External)

Record Your Serial Number

For future reference, record the serial number and the TLA code (found on your drive's label) in the space provided below.

TLA/Firmware Revision Number

If your drive came to you pre-installed, you can use PlextorManager 2000 to display the drive's serial number and firmware revision (TLA#). Refer to the *PlextorManager 2000 User's Manual* for details.

Plextor reserves the right to make improvements in the products described in this manual at any time without prior notice.

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FCC NOTICE

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy, and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee interference will not occur in a particular installation. If this equipment causes harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Any changes or modifications should be approved by the party responsible for compliance of FCC Rules; otherwise, the user loses authority to operate the equipment.

CAUTION: Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

The laser beam emitted from the optical pickup is invisible. Accordingly:

- Do not open the optical pickup housing.
- Obtain service only from Plextor-authorized personnel.

LASER INFORMATION

These products have been designed and manufactured according to IEC 825-1 on the Safety of Laser products. This product comes under “Class 1 Laser Products.” A Laser Caution Marking is attached on the top of the internal drive model: “Caution: Invisible laser radiation when open. Avoid direct exposure to beam.”

CAUTION: To disconnect the CD drive from an electrical current, pull out the power plug.

VORSICHT: DIE TRENNUNG VOM NETZ ERFOLGT DURCH ZIEHEN DES NETZSTECKERS.

Zur Einhaltung der Funk-Entstörung von nicht selbständig betreibbaren Hochfrequenzgeräten (periphere Anlagenkomponenten).

Dieses Gerät entspricht als Einzelgerät den Funk-Entstöranforderungen der Postverfügung Nr. 243/1991.
Wird das Gerät innerhalb einer Anlage zusammen mit anderen Geräten betrieben, so muss bei Inanspruchnahme der “Allgemeinen (Betriebs-) genehmigung” nach der BMPT-AmtsblVfg Nr. 243/1991 die gesamte Anlage folgenden Richtlinien entsprechen:

- Grenzwertklasse B der EN55022
- Auflagen nach § 2 der BMPT-AmtsblVfg 243/1991

Dies ist bei der Zusammensetzung einer Anlage (z.B. Computersystem) aus nur einzeln geprüften Geräten nicht immer erfüllt.

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1. Getting Started

Congratulations! Thank you for purchasing the PlexWriter 8/8/24U, a reliable, high-performance CD rewriter, recorder and reader that connects to your computer with a USB cable. We appreciate the confidence you have shown in us. Our goal is to put you—and keep you—on the leading edge of CD technology.

About this Manual

This manual explains how to connect and use your external PlexWriter 8/8/24U drive. With USB, the installation process is simple. And if you have problems, fear not. We have successfully walked through installation with millions of customers who previously had lived in mortal terror of their computer.

Please read this manual carefully and keep it handy for easy reference. Use the manual for installation, operation and troubleshooting. See your dealer or call Plextor's Technical Support Department if your drive needs service. And if you run into a problem that doesn't seem to be covered, please contact us. (See "Appendix B: Technical Support" for the different ways you can contact us.) You will be connected to our friendly, helpful band of tech support engineers, people who know their stuff. What might seem like an uncooperative drive to you could very well be a 30-second fix to them. But we will never know unless you contact us.

Meet Your PlexWriter 8/8/24U

The PlexWriter 8/8/24U is a CD-ReWritable drive that provides professional quality CD performance for writing, rewriting and reading.

What the PlexWriter 8/8/24U Does

The PlexWriter 8/8/24U writes to CD-R (recordable CD) media at up to 8X speed, and it also writes to high-speed CD-RW (rewritable CD) media at up to 8X speed. It reads all CD-ROM and CD-R media at a maximum of 24X speed with an average access time of less than 140 milliseconds.

Reliable writing is virtually guaranteed, thanks to unique circuitry that automatically detects the type of media being recorded and adjusts the PlexWriter 8/8/24U to provide the optimum laser power and length of burn. The PlexWriter 8/8/24U has a high-speed Universal Serial Bus (USB) 2.0 interface. You can also use it with USB version 1.1 (although with USB 1.1 the drive's top performance is 4X for CD-R, 4X for CD-RW, and 6X for reading a CD-ROM.)

The PlexWriter 8/8/24U is compatible with Orange Book, Parts II and III. It is fully MMC-compliant, and supports Track-at-Once, Disc-at-Once, Multi-Session, as well as variable and fixed packet writing.

The PlexWriter 8/8/24U supports running OPC and is compatible with Windows Plug & Play. Flash memory allows upgrading the PlexWriter 8/8/24U to the latest firmware revision (available from the Plextor web site) without opening the computer or physically accessing the drive. New BURN-Proof™ technology* eliminates buffer underrun errors, which means you can safely use your computer for other things while you're writing to a CD-R or CD-RW disc. And Plextor backs up this remarkable drive with a one-year full warranty on parts and labor, and unlimited toll-free tech support.

Minimum Configuration to Use the PlexWriter 8/8/24U

PC Configuration:

- **Computer**: Pentium 200-MHz CPU or faster.
- **Minimum RAM**: 64 MB.
- **USB port**: USB 2.0 or 1.1
- **Hard disk size**: Minimum 800 MB. To write to a CD in image mode (that is, to write an image of a CD to your hard disk), you need 1 GB of free space.
- Separate CD-ROM drive: If you want to copy another CD to the PlexWriter.
- Operating system: Windows 98SE (Second Edition), Windows 2000, Windows ME, or Windows XP

NOTE: You must have one of these operating systems. You cannot operate this drive if you have Windows 98; you must have Windows 98SE.

Macintosh Configuration:

Macintosh with USB port and OS 8.6-9.x (provides USB 1.1) or with OS X (provides USB 2.0).

What You Can Do with the PlexWriter 8/8/24U

Just look at some of the things you can do with your PlexWriter 8/8/24U:

- Record data or audio onto writable or rewritable CD media.
- Play music CDs.
- Save photos and other images on rewritable or writable CDs.
- Create a "CD sneakernet" to share information with colleagues—just use software such as Adaptec DirectCD to drag and drop files onto CD-R or CD-RW media, then continue adding files and sharing the same CD disc.
- Archive images and video to CD.
- Master new software programs on CD.
- Periodically back up your computer's hard disk, including operating system, hardware configuration, registry, program files and data.

* BURN-Proof is a licensed technology from Sanyo Electric Co., Ltd.

What's in the Box

What you find in your Plextor box depends on what the company that sold you the box put in—or took out—while the Plextor drive was in their possession.

Plextor currently sells its PlexWriter 8/8/24U drive in this configuration:

- PlexWriter 8/8/24U CD-RW drive
- AC adapter and power cord
- USB cable
- Emergency stick
- 1 piece of approved high-speed CD-RW media
- 1 piece of approved CD-R media
- Plextor CD with authoring software bundle,
- *PlexWriter 8/8/24U Installation and User's Manual*
- Warranty registration card

If the security sticker on top of your box is cut, there may be a good reason: for example, a dealer may have added other components or software. Carefully check the contents to ensure nothing has been removed. If something is missing, contact the party from whom you purchased the box for an explanation.

NOTE: This applies to the Plextor retail box. Your drive may have been shipped in a different box with other contents, depending on whom you purchased the drive from and what they included inside the box.

Save Your Box!

Be sure to save the box after you have installed your PlexWriter drive. The box and its packaging material were designed and drop tested to ensure your PlexWriter can endure rough treatment and still arrive in working order.

We hope you will never have to ship your drive back to us. If you do, however, it's best to send it packaged in the original box. Some of our customers have not held on to their boxes and have had to resort to less-than-secure methods to get drives back to us.

We cannot assume liability for any damage your drive sustains during shipment. Therefore, please ship your drive in the safest manner possible.

Before shipping your drive, refer to the Plextor web site for pointers. The web site is at:
http://www.plextor.com

If you did not receive a box (for example, your drive came pre-installed in a computer), we recommend you pay a packaging store (such as Mail Boxes Etc.) to ship your drive. If you don't have a packaging store in your area, ask for packaging pointers when you contact us to get an RMA number before returning any drive. You can contact our RMA Department at rmasupport@plextor.com; or by calling us at 800-886-3935, option 2; or by fax at or 303-708-0709.

PlexWriter Drive Features and Controls

Before proceeding, become familiar with the controls and features of your PlexWriter drive. Match the parts of your drive to the illustrations below.

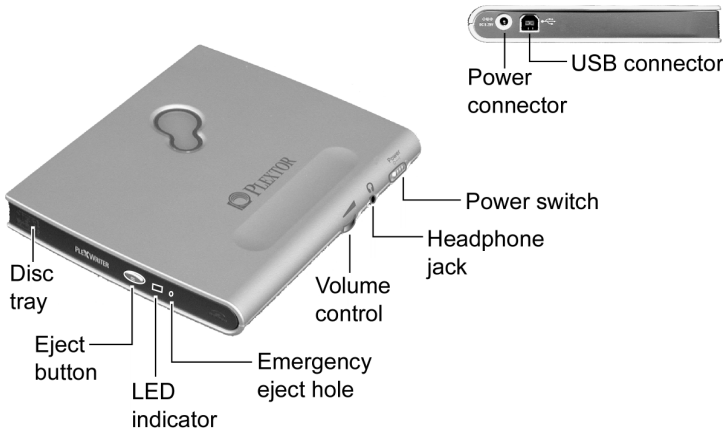

Figure 1: Features and Controls on the PlexWriter 8/8/24U Drive

- **Disc tray**: Slides out to let you insert a disc.
- **Eject button**: Push to eject tray.
- **LED indicator**: Blinks once when you turn on the power. Blinks continually when reading or writing a disc.
- **Emergency eject hole**: Insert emergency eject stick, paper clip, or other thin, rigid object to eject tray if automatic eject button does not work. Turn OFF power before using this feature.
- **Volume control**: Controls volume of sound from headphone jack.
- **Headphone jack**: Stereo mini-jack for headphones and powered speakers.
- **Power switch**: Slide this switch to turn power on or off. “0” is off, “1” is on.
- **Power connector**: Connect the AC adapter here.

CAUTION: Use only the AC adapter shipped with your PlexWriter.

- **USB connector**: Connect the USB cable here.

CAUTION: Use only the USB cable shipped with your PlexWriter.

About Software

In order to create CD-R and CD-RW discs you will need to have mastering or other software installed on your computer system. There are many such software packages on the market. You can check our web site (www.plextor.com) for an updated list of software that supports your drive.

Operation software lets you operate your PlexWriter and enhance your recording and playing experience. PlextorManager 2000 is operation software that contains several different and highly useful applications:

- **MVP 2000**: Music Video Producer 2000 is a full-featured Windows application for recording and playing both music and video with your Plextor drive.
- **Audio Capture 2000**: Lets you extract CD-Audio tracks right to your hard drive. The extracted audio tracks are saved as WAV files, and are ready for playing in Windows by MVP 2000 or any other digital audio player, and for encoding to formats such as MP3, WMA, Real Audio, etc. These files can also be used with sound editing software.
- **DiscDupe 2000**: A single-disc replication program. Simple to use, the feature-filled interface provides numerous ways to copy discs, and includes a disc verification function to ensure your duplicate disc is identical to the master. You can copy most kinds of discs.

Precautions

Like the rest of your computer system, your PlexWriter requires reasonable care in its installation and use.

- Keep the area around your drive clean from dust, smoke, and other contaminants.
- Do not allow moisture or liquids, including water or cleaning fluids, to touch the drive. Thinner, benzene, or alcohol-based solvents can mar your drive's surface.
- Do not drop or jolt the drive.
- Do not move, carry or transport a disc in the drive because this can cause damage.
- Do not attempt to open the drive and service it yourself. Removing the cover may expose you to harmful electrical voltages or the laser beam. For your safety, entrust service to Plextor-authorized service personnel only.
- Keep your CD discs free of dirt or other contaminants, by storing them in jewel cases. Use only industry-standard discs. Do not insert dirty, warped, poorly balanced, or cracked discs into the drive.

- Do not clean discs using a circular motion. Instead, use a radial motion: start at the center of the disc and proceed to the outer edge.

CAUTION: Install your PlexWriter so it sits horizontally on your desk or shelf. Plextor does not guarantee the drive's performance in a vertical position.

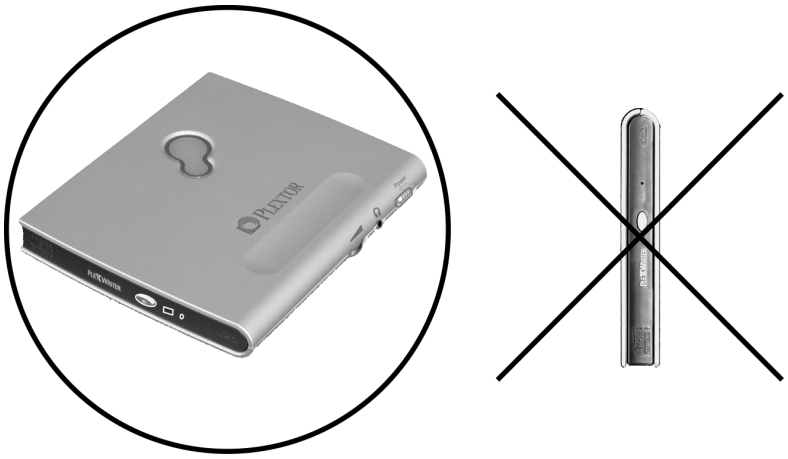

Figure 2. Operate Your PlexWriter in a Horizontal Position

2. Connecting Your PlexWriter

This chapter explains how to physically connect the PlexWriter to your computer. In general, this is what you'll do:

1. Determine if your computer is running the Windows 2000, ME or 98SE operating system. If you have a Macintosh, ensure that it is running the Macintosh OS 8.6 or higher (for USB 1.1) or OS X (for USB 2.0).
2. If you have Windows 98SE, insert the bundled Plextor Setup Disc in your CD-ROM drive, go to the Software Installation screen, and click on the button titled USB Drivers.
3. Follow the prompts through the USB driver installation routine.
4. Reboot your computer.
5. Connect the AC power adapter to a wall outlet and to the PlexWriter.
6. Turn the PlexWriter's power switch ON.
7. Connect the USB cable from your PlexWriter 8/8/20U drive to the computer.

That's all there is to it! We'll go over the procedure in more detail in the next few pages.

If you have a PC, start here. If you have a Macintosh, go to "If You Have a Macintosh" on page 10.

Determine Your Computer's Operating System

To determine which operating system your computer uses:

1. Select the Start menu, then select Programs and choose Windows Explorer.
2. In Windows Explorer, select Help. The About line shows your operating system. (For example, "About Windows 2000.")

NOTE: Your computer must be running Windows 98SE, Windows 2000, Windows ME or Windows XP. If you are not running one of these operating systems you cannot use the PlexWriter 8/8/24U. You cannot use the PlexWriter 8/8/24U with early versions of Windows 98; it must be Windows 98SE (Second Edition).

Connect the PlexWriter Drive

Before proceeding to install the PlexWriter drive in your personal computer, record the serial number.

Record the Serial Number and TLA Code

Record the serial number and TLA number of your drive on the inside front cover of this manual.

If You Have Windows 2000 or Windows ME

If you have a computer with Windows 2000 or Windows ME, use the following procedure to install your PlexWriter USB drive:

1. Turn ON your computer system.
2. Connect the AC adapter to your PlexWriter as shown in Figure 3.
3. Turn the PlexWriter's power switch ON.
4. Connect the USB cable from your PlexWriter 8/8/20U drive to the computer.

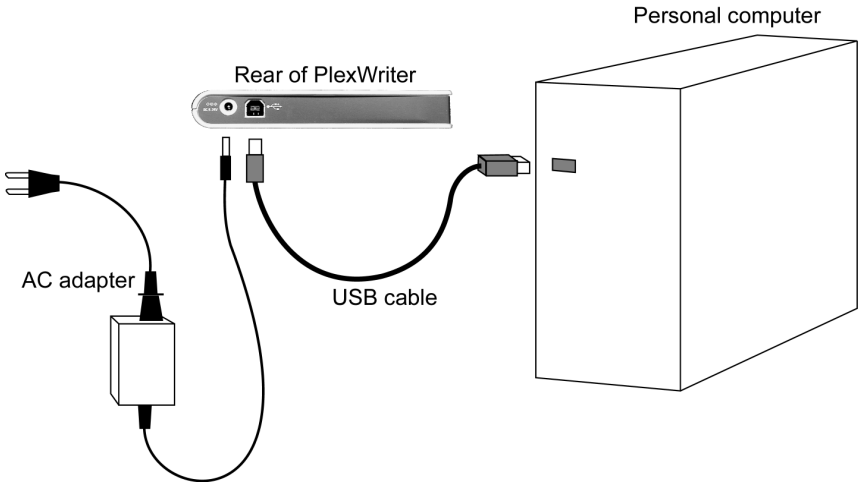

Figure 3. Connecting the USB Cable and AC Adapter

The drive is automatically recognized by the computer.

If You Have Windows 98SE

If you have a computer with Windows 98SE, use the following procedure to install your PlexWriter USB drive:

1. Turn ON your computer system.
2. Insert the bundled Plextor Setup Disc in your CD-ROM drive, go to the Software Installation screen, and click on the button titled USB Drivers.
3. Follow the prompts through the USB driver installation routine.
4. Reboot your computer.
5. Connect the AC adapter to your PlexWriter as shown in Figure 3.
6. Turn the PlexWriter's power switch ON.
7. Connect the USB cable from your PlexWriter 8/8/20U drive to the computer.

The procedure above loads the necessary drivers into the computer. After this procedure, your PlexWriter drive should be recognized automatically by Windows 98SE on your computer.

Manual Driver Installation
If you have difficulty with the USB driver installation, you can manually install the driver. To install the USB driver manually:
1. Use Windows Explorer to navigate to the `\Drivers\` folder on the Plextor Setup Disc.
2. Double-click on the file TPPINST.EXE.

This installs the USB driver for Windows 98SE,

Getting the Driver for Windows 98SE
If you do not have a Plextor Setup CD-ROM disc, you can download the USB drivers for Windows 98SE. They are available to download from the Plextor web site. Go to http://www.plextor.com and follow the links from the home page to Support\Downloads\Drivers.

Make Sure the Drive Is Recognized

After installation, make sure the PlexWriter drive is recognized by your computer. To check whether it is recognized:

To see if the drive is recognized in Windows:
1. Turn the computer ON. After the computer boots up, you should see the Windows display.

2. Open Windows Explorer or My Computer and ensure there is an icon for the PlexWriter. The PlexWriter may be D: or E: or another designator.

3. In Windows 98SE, or ME, once the system comes up click the Start button, then Settings, then Control Panel, then double-click on System icon, then click on Device Manager tab. Click the + sign next to the CD-ROM heading and look at the PLEXTOR CD-R PX-S88TU entry underneath.
   -or-
   In Windows 2000, right-click on the My Computer icon and select Properties. Click on the Hardware tab, then click on the Device Manager button. Click the + sign next to the CD-ROM heading and look at the PLEXTOR CD-R PX-S88TU entry underneath.

NOTE: Your PlexWriter is Windows-XP-ready. Procedures for Windows XP will be similar to those shown here.

4. If you do not see this drive listed as one of the devices, or if it has a yellow diamond with an exclamation point (!), contact your PC or motherboard manufacturer for help, and to troubleshoot your USB controller or driver compatibility or conflicts. It may just be a matter of obtaining the latest USB driver, or a motherboard BIOS update, from the manufacturer.

If You Have a Macintosh

If you have a Macintosh, use the following procedure to install your PlexWriter USB drive:

1. Turn on the Macintosh.
2. Ensure you are running Macintosh OS 8.6 or higher (for USB 1.1) or OS X (for USB 2.0).
3. Connect the AC adapter to your PlexWriter.
4. Turn the PlexWriter's power switch ON.
5. Connect the USB cable from your PlexWriter 8/8/20U drive to the Macintosh computer.

The Macintosh automatically recognizes the PlexWriter, and you should be ready to use the drive.

3. Installing and Using Software

There's one more step before you can begin to use your PlexWriter drive: you need to install special software on your computer. There are two software types:

- **Device driver**: This is a software program that allows your computer to interact with the PlexWriter drive. Drivers are included in Windows 98SE, ME, and 2000 that let you operate your PlexWriter as a CD-ROM device (reader). The device driver is installed automatically by the operating system as long as the USB interface is enabled in your system's motherboard BIOS.

  You can go to the Plextor web site and download the USB drivers for Windows 98SE. Go to http://www.plextor.com and follow the links from the home page to Support\Downloads\Drivers.

- **Application software**: These are software programs for specific tasks, such as mastering CDs, backing up your hard disk or files, capturing audio, duplicating CDs, and more. Some of these applications are supplied with your PlexWriter, if purchased as a kit from Plextor, while others are available from other vendors.

If you have any problems at all, our technical support staff will help you.

Install Device Drivers

In Windows, your PlexWriter acts as a "CD-ROM Drive" for purposes of installation and setup. In some cases, you will need to install additional software to make use of all of the features of the PlexWriter.

- **Using the PlexWriter on a PC**:
  - **As CD-ROM**: The computer's operating system, whether it is Windows 98SE, Windows ME, or Windows 2000, supplies a generic CD-ROM device driver that allows the PlexWriter to function as a standard CD-ROM drive. You don't need to install anything else.

  - **As a CD-R or CD-RW device**: In order to write to CD-R or CD-RW media, you will need additional software. If you purchased a kit from Plextor, software is supplied.

- **Using the PlexWriter on a Macintosh**:
  - Whether using the PlexWriter as a standard CD-ROM or as a CD-R or CD-RW device, you will need additional drivers or software besides those that are part of the Macintosh operating system. You will need to purchase this software separately. The software compatibility list is available from Plextor's web site at www.plextor.com.

Before installing any software, check that the USB cable connection between your PlexWriter and the computer is correct, and the PlexWriter is recognized by your system.

Install PlextorManager 2000

Windows 98SE, ME, and 2000 can immediately operate your PlexWriter drive as a CD-ROM device (reader) and permit the drive to be recognized by the computer's operating system.

If you purchased your PlexWriter as part of a Plextor kit and you have a PC, much of the software you need is included in PlextorManager 2000. This is a unique suite of audio management and drive control applications that put you in the CD driver's seat. A variety of distinctive modules allow you to listen to, record and even create your own playlists using a standard and digital audio file formats. Rip the finest quality audio using digital audio extraction at high speed. Need to make a duplicate CD? A simple mouse click and you're done. Control every aspect of the drive from spindown timeout to eject lock. PlextorManager 2000 also gives you information on the drive's configuration and the media inserted into it. See the *PlextorManager 2000 User's Manual* for details.

In order to take advantage of the PlexWriter's ability to *record* on CD-R or CD-RW media, however, you will also need packet writing or mastering applications software on your PC. You can also check the compatibility list on the Plextor web site at www.plextor.com, for software that supports the PlexWriter under other operating systems. You will need to purchase this software separately.

Other Applications Software

Other valuable applications software—which may already be included if you purchased a kit from Plextor—lets you use your PlexWriter drive in exciting new ways.

- **Packet writing software**: This type of application lets you use your PlexWriter as an enormous floppy drive. You can drag and drop files straight to a CD-R or CD-RW disc.

- **Mastering software**: In conjunction with your PlexWriter drive, mastering software lets you create discs in specific formats, such as audio, data, mixed mode, and others.

NOTE: If you use a CD-R disc with packet writing software, you can't use that disc later with mastering software (and vice versa). CD-RW discs also must be used with either one type of software or the other. You can, however, erase a CD-RW disc and use it again—and once a disc is erased, you can use it with *either* type of software.

4. Using Your PlexWriter

This chapter explains how to use your PlexWriter drive and how to load, handle and care for your CDs.

CAUTION: Ensure your PlexWriter is in a horizontal position. Plextor does not guarantee the drive's performance in a vertical position.

What Media to Use

Use the right media! Your PlexWriter drive's capabilities change depending on which type of compact disc you use. It currently supports these types:

- **CD-ROM**: You can immediately play or read prerecorded discs, such as audio CDs and data discs.
- **CD-R**: Recordable CD. You can record on these discs, but only once. You can also read them.
- **CD-RW**: High-speed ReWritable CD. These discs support recording and re-recording (up to 1,000 times). You can also read them.

To achieve 8X CD-R writing speed you must use certified media; and to achieve 8X RW writing speed you must use high-speed RW media. See "Recommended Media" on page 35 for a list of approved media at the time this manual was printed, and see the Plextor web site at http://www.plextor.com for an updated list.

You can write to high-speed RW discs only on drives that support this new media. Drives that are capable of writing to high-speed RW media, such as the PlexWriter 8/8/24U, are identified by a "Compact Disc ReWritable High Speed" logo.

Tray Loading and Operation

To put a disc in the tray:

1. While the PlexWriter drive is powered up, push the eject button on the front panel. The disc tray slides out in a few seconds.
2. Pull the disc tray to open it all the way.

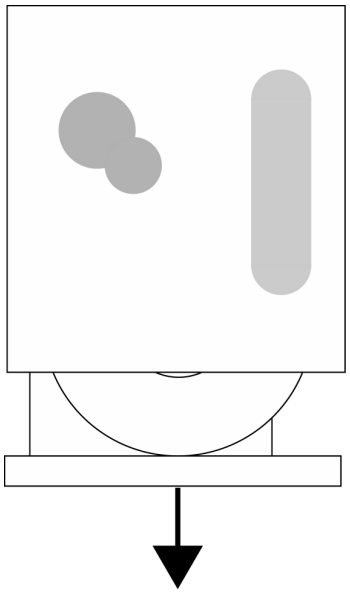

Figure 4: Opening the Disc Tray

3. Lay a blank CD in the tray, label side up. Press the center of the disc to secure it to the drive spindle.

CAUTION: Do not press so hard that you damage the PlexWriter drive. And be careful not to touch the drive's pickup lens.

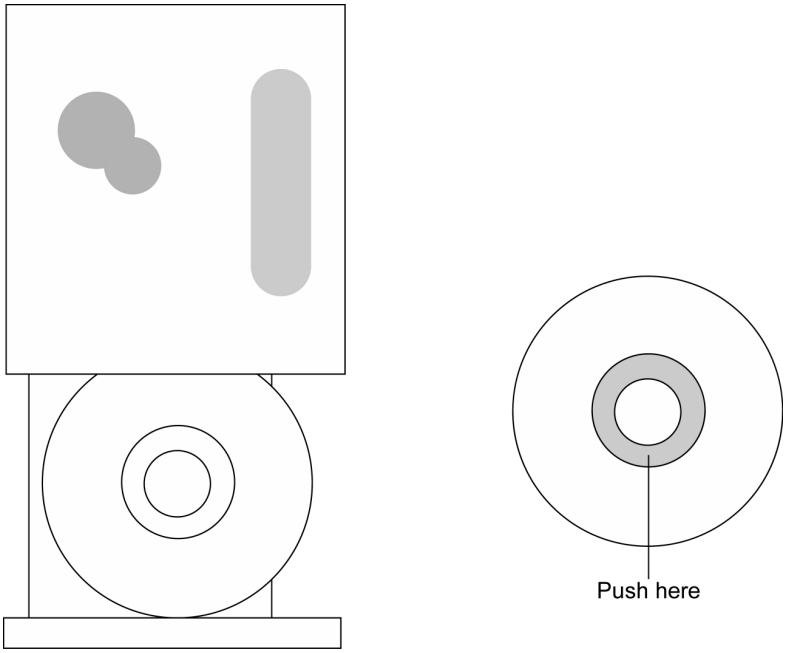

Figure 5: Open the Tray Fully; Press Down on the Disc to Lock It Onto the Spindle

4. Press the tray to close it.

NOTE: Always close the tray by pressing the front of the drawer by hand in a smooth and secure manner.

To remove a disc from the tray:

1. Push the eject button on the front panel.
2. Pull the disc tray drawer to open it all the way.
3. Remove the disc by applying a finger to the edge of the disc, then pushing the center of the spindle disc to remove the disc.

Handling CD Media

Take care when handling blank CD-R and CD-RW media. Dust, scratches, and fingerprints on either side of the disc can cause write errors during recording. When picking up or holding blank media you can either place your fingers along the outer edge of the disc, or place one finger through the center hole and one finger on the outer edge. Once you have finished creating a disc, label it by writing on the top using permanent ink.

CAUTION: We recommend using a “non-toxic” marker, such as a Sharpie® pen that conforms to the ASTM D-4236 standard. Some permanent markers will damage the media. Also, do not press too hard when writing on the disc.

NOTE: We do not recommend placing self-sticking CD-R labels on the disc. The weight of the label may unbalance the disc and cause write errors during recording or read errors during reading.

Cleaning Discs

For proper read and write performance, your CD-R, CD-RW, and CD-ROM discs must be clean. Trying to record on a dirty disc may result in a failed session and ruin the disc.

To clean the disc, wipe the disc using a clean, soft cotton cloth to remove surface dirt such as fingerprints. Use a straight-line motion, wiping from the center out. Do not wipe the disc in a circular motion.

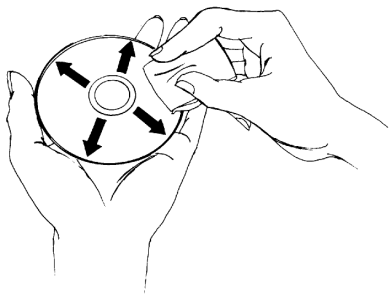

Figure 6: Wipe the Disc from the Center Outward

HINT: Keep your frequently used discs in jewel cases at all times to prevent them from becoming dirty or damaged.

Playing Audio CDs

In order to listen to an audio CD, you can listen through the sound board in your computer, or by connecting headphones to the jack on the PlexWriter. Even if you're just using headphones, both the AC adapter and the USB cable must be attached in order for the drive to operate.

There are two types of audio you may encounter:

- **CD-Audio**: This comes from audio discs (like the ones used by your home stereo) that are translated directly by your PlexWriter into sound. Although, in most cases a sound board and speakers are used to hear this audio, you can also listen to it by simply plugging a set of headphones or powered speakers into the headphone jack on the side of your drive, as shown in Figure 7. You can control audio playback through software, and adjust the volume with the volume control.

Figure 7: Playing Audio Using the Headphone Jack

- **Sound board audio:** This comes from data files that may be present on a disc, such as a WAV, WMA or MP3 files, that are transferred from the CD to your computer via the USB interface. The sound board translates the data from the digital files into analog sound. If you do not have a sound board, you will not be able to hear this form of audio from your PlexWriter.

  To listen to music through the computer's sound board, you can control volume with the volume control on the Windows Taskbar. You can also mute the sound on your sound board and listen to music through headphones or self-powered speakers.

NOTE: The volume control on your drive adjusts only the sound level of the headphone jack. It has no impact on the volume level of the computer's audio outputs.

Playing a CD Using PlextorManager 2000
For PC users, PlextorManager 2000 software provides several unique and powerful capabilities for playing audio. For installation and operating instructions, refer to the separate *PlextorManager 2000 User's Manual* and README files.

Playing a CD Using Other Utilities
Other alternatives for playing CDs include audio utilities designed into your operating system (Media Player or CD Player in Windows, for instance) or various other utilities that can be purchased commercially.

Playing a CD On a Macintosh
Mac users can run a program such as CDT Remote (which is typically included with FWB's CD-ROM toolkit).

Writing to CD-R and CD-RW Media

In conjunction with your PlexWriter drive, mastering and packet writing software such as SimpliCD, Nero, EasyCD Creator and DirectCD allow you to write audio, video, data, or other information to writable (CD-R) or rewritable (CD-RW) media. The PlexWriter 8/8/24U writes to new high-speed CD-RW media, as well as to conventional CD-RW media.

IMPORTANT: Most CD-ROM drives manufactured since 1997 can read both conventional and the new high-speed CD-RW discs. Drives manufactured before 1997 cannot read CD-RW discs.

Plextor CD-ROM drives beginning with the 12/20PleX and newer can read CD-RW discs, including the new, high-speed discs.

Advantages of BURN-Proof Technology

The PlexWriter 8/8/24U incorporates BURN-Proof (Buffer Under-Run Proof) technology, which guarantees that you can write discs at high speed, and still use your computer for other tasks while you're writing.

The Problem: When you use a CD Recordable or CD ReWritable drive to write to a CD-R or CD-RW disc, the disc needs a constant, steady flow of data to make a successful write. If this flow is interrupted, you wind up with a disc that is unusable. You've just created a coaster for your table!

To prevent the interruption of data, every CD-R/RW drive has a buffer, a memory chip that acts as a kind "holding area." (Typically, the buffer size is 2 MB or 4 MB.) However, this buffer can be emptied quickly when you write at high speeds. It can also be emptied if you use other applications (like surfing the Internet or playing games or watching movies) while writing; or if your source drive cannot read data fast enough because of its read ability or because the source disc is poor quality and read errors slow down the data streaming. Any of these factors can produce what is known as "buffer underrun error." Simply put, the buffer is drained of data, the flow to the disc is interrupted—and you wind up with a useless disc.

The Solution—BURN-Proof: This revolutionary technology compensates for any interruption in data flow to the disc. BURN-Proof technology "remembers" where writing stopped on the disc when the data flow was interrupted, then restarts writing in the same place once the data is available again. The result is that your disc is written successfully.

What BURN-Proof Means to You: BURN-Proof technology in your PlexWriter 8/8/24U means you can safely use your computer for other things while you're writing to a CD-R or CD-RW disc. It reduces the dreaded "coaster effect," and lets you multitask freely and easily without bringing the burn to a screeching halt. All of this is done seamlessly, so you successfully create CDs on the first attempt.

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5. Maintenance and Troubleshooting

This chapter explains maintenance and troubleshooting procedures for your PlexWriter drive.

With proper maintenance, you can prevent problems. If problems arise, you can often solve many simple problems on your own, rather than wait for assistance from a Plextor representative.

TIP: Read all of the section that pertains to you (PC or Macintosh). Many of the problems discussed happen only rarely, and others may seem as if they do not pertain to you. However, if you are familiar with the variety of problems that can occur, you will be better prepared to deal with them if they do occur.

Upgrading Firmware

Plextor creates firmware revisions to meet the peculiar needs of large computer manufacturers. It is rare that these will impact the performance or operation of your PlexWriter drive. However, we advise that our customers always update drives with the latest available firmware. Before troubleshooting a possible problem with your drive please make sure to visit our web site at www.plextor.com to check if you have the latest firmware.

To obtain new firmware for your PlexWriter drive:

1. Go to the Plextor web site at www.plextor.com.
2. Look for firmware upgrades in the Support area, on the Downloads page. There is a description of the latest firmware revision and its intended use.
3. Download the firmware to your computer.

To upgrade firmware:

1. Terminate any other applications before upgrading firmware.
2. Run the executable file that you downloaded from Plextor's web site.
3. Accept all defaults by continuing to click on the "Next" button. While the new firmware is being loaded to the PlexWriter 8/8/24U drive, you can see the front-panel LED indicator are blinking. When firmware has been updated, you see the message:
   `Firmware update has completed.`
4. Reboot your computer to complete the firmware upgrade.

Troubleshooting

If you have problems during or right after installation of your PlexWriter drive, use these tips to help find the problem. You can also use these charts to help find problems that develop in existing installations.

Start here if you're a PC user. If you have a Macintosh, start with page 31 and come back here if you don't find the answer on that page.

Troubleshooting: General

Symptom	Possible Causes	Solutions
PlexWriter does not respond (no LED light; eject button does not work).	No power.	Ensure the power cable is connected securely to the PlexWriter's AC adapter.
PlexWriter not recognized by computer. Disc does not rotate in PlexWriter drive .	No power.	Ensure the power cable is connected securely to the PlexWriter's AC adapter. When the computer's power is turned ON, confirm that the PlexWriter's indicator LED is illuminated briefly, then is extinguished.
	Wrong AC adapter.	Use only the AC adapter shipped with your PlexWriter.
	USB cable isn't connected.	USB cable connection is required for operation. Ensure that the USB cable is securely inserted, and is not damaged.
Cannot eject tray.	Tray is locked by PlextorManager or some other mastering software.	Refer to application documentation on how to unlock the eject feature.
	CD was not properly set into tray and is stuck.	Turn OFF the computer power. Then, at the PlexWriter's front panel, insert a thin object such as the emergency stick or a paper clip into the emergency eject hole and eject the tray.

Troubleshooting: Reading Discs

Troubleshooting: Reading Discs		
Symptom	**Possible Causes**	**Solutions**
PlexWriter drive has read errors, may not respond when accessed from My Computer or Explorer, or cannot run a program.	Defective CD-ROM, CD-R, or CD-RW disc. A fingerprint, contaminants, or scratches on the disc's surface may prevent the drive from reading or writing data.	Clean the disc as detailed on page 16. Try a different disc.
	Disc is badly manufactured.	Try a different disc.
	Bad connection between the PlexWriter drive and the computer.	Make sure the USB cable is securely connected to the computer and the PlexWriter. Inspect the USB cable for any signs of distress, such as kinking.
	Disc is inserted upside down.	Eject the disc and load it with the label or text side up.
	Blank CD-R or CD-RW disc is inside the drive.	Remove the disc from the drive and test the drive by using another disc.
Cannot use other CD-ROM drives to read discs written by PlexWriter.	Trying to read a CD-RW disc in a CD-ROM drive that does not support it.	Use the PlexWriter to read CD-RW discs or use a different CD-ROM drive. Only CD-ROM drives manufactured after 1997 can read CD-RW discs.
	UDF reader is not installed on the system to read CD-RW or packet written discs from a CD-ROM drive.	Refer to your packet writing software manual for how to obtain a UDF reader and install it on the computer where you need to access these discs.
	Session was left open on a CD-R disc and does not have a Table of Contents.	Place this disc back into PlexWriter and use the same software originally used to write to it. Then close the session/disc.

Troubleshooting: Reading Discs		
Symptom	**Possible Causes**	**Solutions**
Excessive noise. Excessive vibration. Slow read performance.	CD is poorly balanced. Poorly manufactured discs or discs with poorly distributed ink on labeling cause significant vibration at high speeds because they are out of balance. Read errors may also occur. If the disc label (especially adhesive labels) adds more weight to one area of the disc than another it can also cause the disc to be out of balance.	Remove the adhesive label, if present. Be careful not to damage the foil underneath. Clean the disc as detailed on page 16. In Windows 98SE, ME, or 2000 use PlextorManager 2000 to lower the drive speed. If there is no foreign substance on the disc, contact the disc manufacturer for a replacement.
Can read only the last session of a multisession CD-R or CD-RW disc.	“Import previous session” or a similar feature was not enabled when the multisession disc was created.	Use CD-R or CD-RW mastering software to import session(s). Such features may vary in name depending on the software being used. Please refer to the appropriate manual regarding this feature.

Troubleshooting: Writing CD-R and CD-RW Discs

Troubleshooting: Writing CD-R and CD-RW Discs		
Symptom	**Possible Causes**	**Solutions**
Writing error occurs.	Network is being used. Mouse was moved or Windows screensaver activated while writing. Other applications are running. Power save mode is active.	If necessary, enable BURN-Proof in the recording software. (Some software packages have BURN-Proof support for the PlexWriter drive permanently on, while other software allows the user to select whether it is on or off.) If your software does not support BURN-Proof and problems occur when writing, reduce the load on CPU resources. Some ways to do this are: ▪ Log off from the network. ▪ Don't use the mouse. ▪ Disable the screensaver or power save mode. ▪ Exit all other applications.
	Shortage of PC memory. If there is insufficient main memory in the PC, data may be swapped to the hard disk, and this can cause a buffer underrun.	If necessary, enable BURN-Proof in the recording software. Increase the PC's main memory capacity.
	Automatic thermal recalibration triggered. Some high-speed hard disks are equipped with an automatic thermal recalibration function.)	Turn off automatic thermal recalibration for the hard disk. Use another hard disk.
	Defective CD-R or CD-RW media. CD-R or CD-RW media may be dirty, scratched, or damaged.	Re-Write using another CD-R or CD-RW disc.

Troubleshooting: Writing CD-R and CD-RW Discs		
Symptom	**Possible Causes**	**Solutions**
Cannot write to CD-R or CD-RW.	Using authoring software other than that bundled with PlexWriter 8/8/24U.	Use the authoring software provided with the unit. To use other types of authoring software, contact the supplier and ensure the software supports the PlexWriter PX-S88TU drive. Supported software lists can also be found on the Plextor web site at www.plextor.com.
	CD-R/RW media not appropriate.	Use CD-R/RW media supported by Plextor. Supported media lists can be found on the Plextor web site at www.plextor.com.
	Disc inserted upside down.	Reinsert the disc with the label right side up.
	Defective CD-R/RW media.	CD-R/RW media may be dirty, scratched or damaged. Re-write using another CD-R/RW media.
	Computer is short of hard disk capacity.	Generally, 1.2 to 2 times the size of the write data is required. This may vary according to the write method. Delete files from your hard disk to free up sufficient space; or use another hard disk.
	No power to PlexWriter.	Ensure the power cord and AC adapter are securely connected .
	USB cable is not connected properly	Ensure the USB cable is securely connected between the computer and the PlexWriter, and that the cable is not damaged.

Troubleshooting: Writing CD-R and CD-RW Discs		
Symptom	**Possible Causes**	**Solutions**
CD-R or CD-RW software cannot detect PlexWriter.	Bad connection between USB port and PlexWriter 8/8/24U drive.	Ensure the USB cable is securely connected between the computer and the PlexWriter, and that the cable is not damaged.
	Using authoring software other than that bundled with PlexWriter 8/8/24U.	Use the authoring software provided with the PlexWriter. To use other types of authoring software, contact the supplier and ensure the software supports the PlexWriter PX-S88TU drive. Supported software lists can also be found on the Plextor web site at www.plextor.com.
	In the case of Windows 98SE, the USB storage device driver is not installed.	Install USB storage device driver from setup CD that is bundled with PlexWriter 8/8/24U.
	USB cable is not compatible with USB 2.0 or 1.1	Use the USB cabled bundled with your PlexWriter drive.
	Power is not switched on.	Ensure LED of PlexWriter 8/8/24U is on. If LED is not on, there is no power.

Troubleshooting: Writing CD-R and CD-RW Discs		
Symptom	**Possible Causes**	**Solutions**
Cannot add information (add writing) on CD-R/RW.	Changed authoring software.	If using different authoring software than for the previous writing, errors may occur. Always use the same authoring software.
	Short of CD-R/RW capacity.	Capacity of standard CD-R/RW media is limited to 650 MB (74-min. type), including lead-in, lead-out and TOC data. Use a different CD-R/RW media if capacity is insufficient on current media.
	Using disc written on non-Plextor CD-R or CD-RW drive.	Use CD-R or CD-RW disc written by the PlexWriter 8/8/24U.
	Not enough disc capacity.	Capacity of a standard 74-minute CD is limited to 650 MB. Use different CD-R or CD-RW media if the capacity is insufficient.
	The disc is written with a CD-R or CD-RW drive from another vendor.	Use a different CD-R or CD-RW disc. Try to use same drive to add more data to CD-R or CD-RW disc.

Troubleshooting: Writing CD-R and CD-RW Discs		
Symptom	**Possible Causes**	**Solutions**
Cannot write at 8X.	PlexWriter 8/8/24U drive is connected to a USB 1.1 port.	When the PlexWriter 8/8/24U is connected to a USB 1.1 port, the maximum drive performance is 4X.
	Buffer underrun occurs.	Ensure the authoring software supports BURN-Proof. If it supports BURN-Proof, make sure that BURN-Proof is enabled on your computer. If your software does not support BURN-Proof and you have buffer underrun problems, reduce the load on CPU resources. Some ways to do this are: ▪ Log off from the network. ▪ Don't use the mouse. ▪ Disable the screensaver or power save mode. ▪ Exit all other applications.
	Defective CD-R media.	CD-R media may be dirty, scratched or damaged. Re-write using a different piece of CD-R media.
	Using authoring software other than that bundled with PlexWriter 8/8/24U.	Use the authoring software provided with the PlexWriter. If using other software, ensure that PlexWriter 8/8/24U is supported by the software. Contact the software supplier to confirm.
	Using poor quality media.	Use the CD-R/RW media recommended by Plextor. Supported media lists can also be found on the Plextor web site at www.plextor.com.
	CD-ROM drive used cannot read data fast enough to record at higher speeds, such as 8X.	If necessary, enable BURN-Proof in the recording software. If your software does not support BURN-Proof, copy the data to the computer's hard disk, then record from the hard disk to the PlexWriter.

Troubleshooting: Writing CD-R and CD-RW Discs		
Symptom	**Possible Causes**	**Solutions**
Cannot write at 8X (CD-RW).	CD-RW media is not High Speed CD-RW.	Use High-Speed CD-RW media. These discs are stamped with a “High Speed CD-RW” logo.
	PlexWriter 8/8/24U drive is connected to a USB 1.1 port.	When PlexWriter 8/8/24U is connected to a USB 1.1 port, the maximum drive performance is 4X.

Troubleshooting: Playing Audio Discs

Symptom	Possible Causes	Solutions
Disc doesn’t revolve; no sound from headphones.	USB cable not attached.	Both the AC adapter and the USB cable must be attached in order for the drive to operate.
When playing an audio CD, you do not hear sound even though everything appears to be functioning normally.	Sound board volume too low. Mixer settings for soundboard set too low or muted. Need sound board. Sound board not properly configured.	Each sound board has a different setting for each input source, including one for CD-Audio. Run your sound board’s mixer program and verify that the volume is turned up or not muted. You can do this by double-clicking on the speaker icon on your computer’s task bar. Check your system configuration to see if the sound board settings (such as IRQ, memory, etc.) are conflicting with other devices on the system. Check if all the necessary drivers and multimedia devices required by your sound board are installed.
Low sound level from PlexWriter drive.	Low levels from audio mixer.	Check the master, CD and line levels of all audio mixers.

Troubleshooting for Macintosh Users

Symptom	Possible Causes	Solutions
Drive will not operate as CD-ROM, CD-R or CD-RW device.	Whether using the PlexWriter as a standard CD-ROM, CD-R or CD-RW device, you will need additional software and device drivers that are not part of the Macintosh operating system.	You will need to purchase additional software. Supported software lists can also be found on the Plextor web site at www.plextor.com.
Drive does not respond.	Bad connection between PlexWriter drive and USB interface.	Ensure the USB cable is securely connected between the computer and the PlexWriter, and that the cable is not damaged.
Drive will not operate as CD-ROM, CD-R or CD-RW device.	Whether using the PlexWriter as a standard CD-ROM, CD-R or CD-RW device, you will need additional software and device drivers that are not part of the Macintosh operating system.	You will need to purchase additional software. Supported software lists can also be found on the Plextor web site at www.plextor.com.

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6. Frequently Asked Questions about Writing

Can I use this USB PlexWriter if I have only USB 1.1?
To run the PlexWriter 8/8/24U from a desktop or laptop computer, you need USB 2.0 or a USB 2.0 adapter. Orange Micro makes PCI-to-USB 2.0 adapters, and both Orange Micro and Adaptec make PCMCIA-to-USB 2.0 adapters for notebooks. See the list of contacts on page 41.

What media should I use for my PlexWriter?
To achieve 8X CD-R writing speed you must use certified media; and to achieve 8X RW writing speed you must use high-speed RW media. See the section on "Recommended Media "on page 35 for a list recommended media (including 8X certified media) at the time this manual was printed. The most updated list of supported media can be found on the Plextor web site at www.plextor.com.

When can I use CD-RW media?
CD-RW media can only be used for writing in ReWritable drives. It is readable only in ReWritable drives or newer MultiRead CD-ROMs with UDF readers installed. UDF readers are available from software companies that develop packet-writing software. With CD-RW media you can:

- Use as if it were a large capacity floppy disc.
- Transport files to and from work.
- Copy your important data periodically.
- Store large projects as you develop them.

What writing speed can I expect with CD-RW media?
The PlexWriter 8/8/24U supports new high-speed CD-RW media, and can write to this media at speeds from 4X to 8X. You can also use conventional CD-RW media in this PlexWriter; in this case, the drive writes at 2X or 4X speed.

When should I use CD-R media?
CD-R media can be read in most CD-ROM, CD-Recordable or CD-ReWritable drives. Use CD-R media to:

- Permanently archive important data.
- Copy your music to CD for personal use.
- Create specific format discs.
- Create disc for distribution to others.
- Share non-editable presentations

Why doesn't CD-Copier work?
Some possible reasons are:

- Some CD-ROM drives are not fast enough for direct copying to the PlexWriter. They cannot stream data fast enough to record at the PlexWriter's maximum speed or are not capable of digital audio extraction at high speed.
- The CD-R disc being used is poor quality, scratched, badly manufactured, or has oily fingerprints.
- Some CDs have copy prevention or other feature that does not allow direct CD-to-CD duplication.
- Software may not support that disc format.
- You are trying to copy packet-written discs, which is not possible because of the difference in technology between packet writing and mastering.

What causes buffer underrun errors?
Recording CDs requires a source device to provide an uninterrupted stream of data. A buffer underrun occurs when the data stream is interrupted. This can occur if:

- You do not have BURN-Proof enabled in your software or your software does not support this feature.
- Another application interrupts the writing process.
- The write speed is set higher than the source drive can supply data.
- The computer has insufficient RAM (random-access memory).
- You are using poor quality discs, scratched discs, discs with fingerprints, or badly manufactured discs.

Buffer underrun errors are not a problem with the PlexWriter 8/8/24U, thanks to its remarkable BURN-Proof technology. To eliminate buffer underrun errors, simply make sure BURN-Proof is enabled in the recording software. Some software packages, such as Adaptec's Easy CD Creator 4.02, have BURN-Proof support for the PlexWriter drive permanently on, while other software allows the user to select whether it is on or off.

Can I use a DVD player as a source for audio recording?
In general, DVD's are a poor source for audio extraction. If you do want to use a DVD, if possible do not install it on the same IDE cable as the PlexWriter. (Note that in some instances DVD's will not work as anything other than a Master; in such cases, you'll have to install your PlexWriter as a Slave. This is not ideal, but it will work.)

Appendix A: PlexWriter Specifications

Minimum System Requirements

Computer	Pentium 200-MHz CPU or faster.
Minimum RAM	64 MB
Hard disk size	1 GB of free space to write to a CD in Image mode
Operating system	Windows 98SE, ME, Windows 2000, Windows XP. (USB storage driver from Plextor CD must be installed to enable operation on Windows 98 SE.)
USB port	Version 2.0 or 1.1

Recommended Media

▪ CD-R: 8X, 4X, 2X	TDK, Taiyo Yuden, Mitsui Chemicals, Ricoh, Kodak, Fuji Photo Film, Maxell, Mitsubishi Chemical, Mitsui Chemical, Pioneer
▪ CD-RW: 8X–4X	Ricoh, Mitsubishi Chemical (All are rewritable up to 1,000 times.)
▪ CD-RW: 4X–2X	Mitsubishi Chemical, Ricoh, TDK (All are rewritable up to 1,000 times.)

Disc Specifications

Useable Formats	CD-DA; CD-ROM (Mode 1); CD-ROM XA (Mode 2: form 1 or form 2 and mixed form); CD-ROM (Mixed Mode); Photo CD; VideoCD; CD-I (MPEG movies); CD-Extra (CD-Plus); CD+G; CD Text
Writing Modes	Track-at-Once, Disc-at-Once, Session-at-Once, Multisession, Incremental packet writing (fixed and variable packets)
Disc Diameter	12-cm diameter: Recording time 74 min, 79 min. 8-cm diameter: When using an 8-cm disc, maximum read speed is 18x CAV, maximum record speed is 4X

Performance Specifications

Sustained Read	24X PCAV: 1.62 – 3.6 MB/sec, +/- 5% Mode-1: Stamp/CD-R (When connected to USB 2.0 host) 18X CAV: 1.2 - 2.7 MB/sec, +/- 5% Mode-1, XA Mode-2, CD-DA: Stamp/CD-R (When connected to USB 2.0 host) 10X CAV: 672 KB/sec - 1.5 MB/sec, +/- 5% Mode-1: Stamp/CD-R XA Mode-2, CD-DA: Stamp/CD-R/CD-RW (When connected to USB 2.0 host) 4X CLV: 600 KB/sec Mode-1: Stamp/CD-R/CD-RW XA Mode-2, CD-DA: Stamp/CD-R/CD-RW
Sustained Write	8X CLV: 1.2 MB/sec (CD-R, high-speed CD-RW) (When connected to USB 2.0 host) 4X CLV: 600 KB/sec (CD-R, normal CD-RW, high-speed CD-RW) 2X CLV: 300 KB/sec (CD-R, normal CD-RW)
Burst Read, PIO Mode	Mode 0, 3.3 MB/s Mode 1, 5.2 MB/s Mode 2, 8.3 MB/s Mode 3, 11.1 MB/s Mode 4, 16.6 MB/s
Burst Read, Multiword DMA Mode	Mode 0, 4.2 MB/s Mode 1, 13.3 MB/s Mode 2, 16.6 MB/s **Notes:** For CD-DA, drive reads at 4X CLV with buffered read. When using an 8-cm disc, maximum read speed is 18X CAV, maximum record speed is 4X.
Average Access Time, Random Read	140 msec (40X CAV speed)
Disc Initialization Time	From power on until disc is available to read: Maximum: 13 sec Average: 11 sec

Performance Specifications (continued)

Disc Ejection Time	Less than 1 sec
Data Buffer	2 MB
Spindle Motor	Brushless
Error Rate	Mode 1: 1 Block/10^{12} Bits Mode 2: 1 Block/10^{9} Bits (Average)

Front Panel

Eject	Eject Button; Manual Emergency Eject; Software Eject
Indicator LED	Orange: Playing disc Slow blinking orange: Playing CD-DA Rapid blinking orange: Writing to disc Blinks when power applied
Disc Loading	Auto
CD-Audio Controls	Stop/eject

Side Panel

Headphone Jack	Stereo mini-jack, 0.8V +/- 0.3V at 32 ohms
Headphone Volume Control	Wheel knob
Power Switch	Turns power on and off. 0 is off, 1 is on.

Rear Panel

Power Connector	For connecting the AC adapter. Use only the AC adapter shipped with the PlexWriter. Center connector: DC +5.2V Sleeve: Ground
AC Adapter	Supplies DC +5.2V: Average 850 mA during writing, 850 mA during reading. Maximum 1.5 A.
USB Interface Connector	USB type B connector.
USB Interface	Complies with USB high speed and full speed.

Environmental Conditions

Operating Temperature	0 to 45 degrees Celsius
Performance Guarantee Temperature	5 to 40 degrees Celsius
Operating Humidity	20% to 80% (non-condensing)
Storage Temperature	–40 to +60 degrees Celsius
Storage Humidity	20% to 95% (non-condensing)

Dimensions and Weight

Dimensions (W/H/D) (excluding front bezel)	141 mm x 22 mm x 171 mm
Weight	500 g

Reliability

MTBF	60,000 Power On Hours (10% duty cycle) Reading: 5,000 hours Writing: 2,000 hours
Tray Loading	10,000 Load/Unload Cycles

Appendix B: Technical Support

Store Plextor's e-mail, web site, phone, and fax numbers in a convenient location. Keep your drive's serial number and a copy of your sales receipt handy as well.

If you experience a problem while installing or operating your PlexWriter drive, please refer first to the relevant sections of this manual regarding setup and installation (Chapters 1–3). If you do not uncover the solution there, please refer next to the maintenance and troubleshooting chapter that begins on page 21. It contains solutions to the most common types of problems fielded by our technical support staff. You may also wish to refer to the Frequently Asked Questions (FAQ) section of our web site to assist you in troubleshooting the problem on your own.

NOTE: We encourage you to go the Plextor web site (www.plextor.com) before attempting to contact Technical Support. The answers to the most common questions callers ask can be found quickly in the support area. Select PlexHelper for online troubleshooting or FAQs for common questions.

If you have not been successful in your quest, our Technical Support Department will help you solve problems that relate specifically to your PlexWriter drive. In many cases, a problem that appears to be caused by your PlexWriter actually originates in another part of your computer. In such instances, our technical support staff will try to help you identify the part at fault and will refer you to the manufacturer of that part for further assistance.

How to Contact Us

There are several ways for you to contact Plextor's Technical Support Department:

- Visit our web site (www.plextor.com) for answers to Frequently Asked Questions.
- Send us e-mail at support@plextor.com, or send a fax to the attention of the Technical Support Department at 303-708-0709. Include your telephone number and the hours during which you can be reached. Be as detailed as possible in describing your problem. Please include system configuration, hardware and software, as well as versions of drivers used.
- Call 800-886-3935 and select option 2.

Before You E-mail/Log On/FAX/Call

Please gather as much of the following information as possible before contacting us.

- The serial number and TLA number of your PlexWriter. Your serial number can be found both on the warranty card that accompanied the drive and on a label on the drive itself. The TLA number appears on the drive label, in the barcoded section with the serial number.
- The version of authoring software you are using, if applicable.
- The latest version of firmware you loaded onto the drive, if applicable.
- The operating system (Windows 2000, ME, XP, etc.) you are using.
- The brand name and model number of your computer (e.g., Dell 466/NP, Micron P66PCI Powerstation, ALR Evolution V, Apple Macintosh, Performa 575, etc.).
- The type of USB interface (USB 1.1, USB 2.0) you use.
- Brand name and model number of any other peripherals you have installed or connected to your computer (e.g., CD-ROM, scanner, fax board, network board).

Returns

You must receive an RMA (Returned Materials Authorization) number before any Plextor drive can be returned for repair or replacement. Any drive sent to Plextor without an RMA number will not be accepted.

You can contact our RMA Department and request an RMA number and RMA forms at rmasupport@plextor.com, or by fax at or 303-708-0709. Forms are also available on Plextor's web site, in the Support/Warranty section.

Drives must be sent postage prepaid. We recommend that you insure your shipment, as Plextor cannot be held responsible for any damage that may occur during shipment.

Appendix C: Helpful Contacts

Use the contacts below for CD-R and CD-RW software and components, and for PC vendors.

Contacts for CD-R and CD-RW Components

Company	Phone	Fax	Product	Web Address
Applied Micro-systems Corp.	800-426-3925	425-883-3049	Devices, cables, acc.	www.amc.com
Adaptec	408-945-8600	408-262-2533	USB adapters	www.adaptec.com
Creative Labs	405-742-6600 800-998-1000	405-624-6780	Sound boards	www.creativelabs.com
FWB	408-969-8620	408-969-8621	Mac device drivers	www.fwb.com
HyCD, Inc. (formerly Creative Digital Research)	408-988-8282	408-988-8585	Windows, UNIX CD-R software	www.cdr.com (Goes to HyCD web site)
Orange Micro	714-779-2772	714-779-9978	USB adapters	www.orangemicro.com
Pacific Inter Connects	408-542-8150 800-706-0510	408-542-8151	Audio cables	www.piccable.com
Plextor			Recommend boards, audio cables, all other technical support needs	www.plextor.com
Roxio	866-280-7694	303-684-3020	CD-R software	www.roxio.com
SONICblue (Formerly Diamond)	800-468-5846	541-967-2485	Sound boards	www.diamondmm.com
Testa CD Labs (Part of Oak Tech-nology)	520-529-8636 ext. 100(TCD) 408-737-0888 (Oak)	408-737-3838 (Oak Technology)	CD-Tach performance benchmarks	www.tcdlabs.com www.oaktech.com

Contacts for PC Vendors

Company	Web Address
IBM	http://ibm.com
Dell	http://dell.com
Gateway	http://www.gw2k.com
Compaq	http://compaq.com
Hewlett Packard	http://www.hp.com/
Intel	http://intel.com
ASUSTeK Computer	http://www.asus.com.tw/
GIGA-BYTE	http://www.giga-byte.com/
ABIT	http://www.abit-usa.com/
Aopen	http://www.aopen.com/
EPOX	http://www.epox.com/
SOYO Computers	http://www.soyousa.com/
Tekram	http://www.tekram.com/
FIC	http://www.fic.com.tw/
Micro-Star International	http://www.msi.com.tw/
I Will	http://www.iwill.com.tw/
ELITEGROUP COMPUTER SYSTEMS	http://www.ecs.com.tw/
Free Computer Technology	http://www.freetech.com/

Appendix D: Warranty

PLEXTOR CORP. (“Plextor”) warrants your PlexWriter 8/8/24U against any defect in material and workmanship, under normal use, for a period of one year following its date of purchase. In the event this product is found to be defective within the warranty period, PLEXTOR will, at its option, repair or replace the defective unit.

This warranty is void: a) if the unit is operated or stored under abnormal use and maintenance conditions; b) if the unit is repaired, modified or altered, unless such repair, modification or alteration is expressly authorized in writing by PLEXTOR; c) if the unit is subjected to abuse, neglect, lightning strike, electrical fault, improper packaging, or accident; d) if the unit is installed improperly; or e) if the serial number of the unit is defaced or missing.

PLEXTOR will not, under any circumstances, be liable for direct, special, or consequential damages such as, but not limited to, damage or loss of property or equipment, loss of profits or revenues, cost of replacement goods, or expense or inconvenience caused by service interruptions. Under no circumstances will any person be entitled to any sum greater than the purchase price paid for the unit.

To obtain warranty service, you must contact PLEXTOR’s Technical Support Department by calling 800-886-3935. They will attempt to diagnose and correct your problem by phone. If the unit does not function properly, they will issue a Return Material Authorization (RMA) number. You may be asked to furnish proof of purchase to confirm that the unit is still under warranty.

All drives returned to PLEXTOR must be securely packaged and shipped postage prepaid. All product returns must be authorized in advance by PLEXTOR’s Technical Support Department. Authorization is confirmed by issuance of the RMA number, which must be written prominently on the outside of the box in which the defective unit is returned to PLEXTOR.

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